

Technical Customer Service Manager

Descrição da função

Technical Customer Services Manager – UK & Ireland

Location: UK (with travel across UK & Ireland)

Division: Continental Tyres – Technical Customer Services

Employment Type: Full-Time

As a global leader in mobility, safety, and tyre technology we are looking for an experienced **Technical Customer Services Manager** to lead and optimise all Technical Services operations across the UK & Ireland. This is a high impact, customer facing leadership role supporting our Consumer and Commercial Vehicle Tyre businesses.

About the Role

As Technical Customer Services Manager, you will lead a team of 10 people and be responsible for all technical training, dealer audit programmes, warranty management, and product performance monitoring for the UK & Ireland. You will act as the primary technical spokesperson for the region—supporting internal teams, working closely with industry bodies, and representing Continental in media and trade association environments.

You will strengthen our technical value proposition, ensure compliance with UK legislation, and drive innovation across our technical service offerings.

Key Responsibilities

- Lead and optimise Technical Services operations across the UK & Ireland.
- Manage all technical training delivery, including Continental's ContiAcademy training centre in Rugby.
- Oversee dealer and fleet audit programmes, technical inspections, and SLA consultation.
- Develop technical communication materials including bulletins, videos, apps, and service guidelines.
- Handle warranty processes in line with UK industry codes, legislation, DVSA recall procedures, and corporate compliance.
- Administer product performance monitoring and provide insights to R&D Hannover, CCS, Sales, and Marketing.
- Act as Continental's technical spokesperson to media, industry associations, government bodies, and PR agencies.
- Provide authoritative guidance on tyre standards, regulations, and emerging legal topics (e.g., TRWP, sustainability).
- Support Digital Solutions implementation, installation, and technical maintenance.
- Drive continuous improvement, value creation, and competitive benchmarking across all technical service areas.



Identificação da vaga
REF93138I

Local
Rugby

Nível de liderança
Leading People

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental Tyre Group Ltd.

Why Continental?

- Work with one of the world's most innovative tyre manufacturers.
- Lead technical strategy and representation for an entire market region.
- Influence product performance, customer value, and future technology development.
- Be part of a collaborative culture built on quality, ownership, results, and trust.

Requisitos

- HND or higher in Mechanical Engineering (or equivalent experience).
- 10+ years' Technical Service experience (tyre or automotive industry strongly preferred).
- Expert-level technical knowledge in tyre manufacturing, tyre development, legal compliance, and quality systems.
- Strong experience in customer-facing technical support and stakeholder management.
- Proven process and project management capability.
- Excellent communication skills, including experience engaging with media and trade bodies.
- Demonstrable leadership capability, including developing high performing technical teams.
- Strong commercial understanding of both passenger and commercial vehicle technology.

O que oferecemos

- We offer hybrid working, 3 days in the office, 2 days working from home
- Competitive salary and benefits package
- Closing date for all applications: 1st March 2026
- Two stage interview process.
 - Teams interviews to be held on 5th / 6th March 2026
 - Face to face interview - 16th March 2026

Ready to Make an Impact?

If you are a technically strong, customer focused leader with deep industry expertise, we would love to hear from you.

Apply now and help shape the future of safe, smart, sustainable mobility.

Ready to drive with Continental? Take the first step and fill in the online application.

Quem somos

Continental is a leading tyre manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and

markets.

Tyre solutions from the Tyres group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tyres as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tyre manufacturers. In fiscal 2024, the Tyres group sector generated sales of 13.9 billion euros. Continental's tyre division employs more than 57,000 people worldwide and has 20 production and 16 development sites.